


The Family Billing and Payment system is a secure website that lets you pay family fees online. Many people are available to help you including:

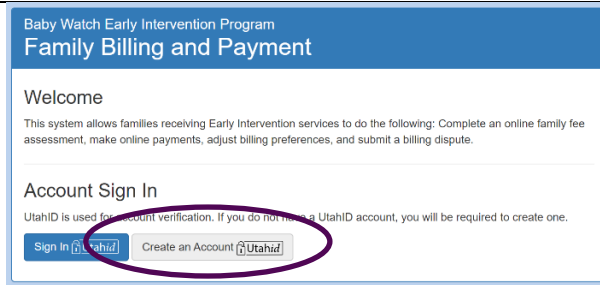
<b>Local EI program</b>	<b>Billing Office</b>
<b>Call your Service Coordinator or the local EI program.</b>	<b>(385) 262-5909</b> <b>Monday-Thursday 8am – 5pm</b>

## Getting Started

1. Go to [bnp.health.utah.gov](https://bnp.health.utah.gov)

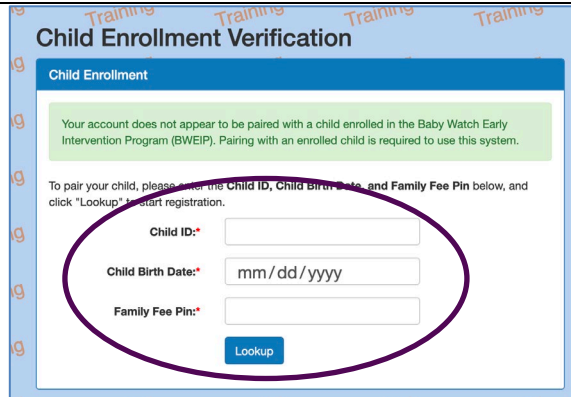


2. The first time you using the Family Billing and Payment system, click **Create an Account**.



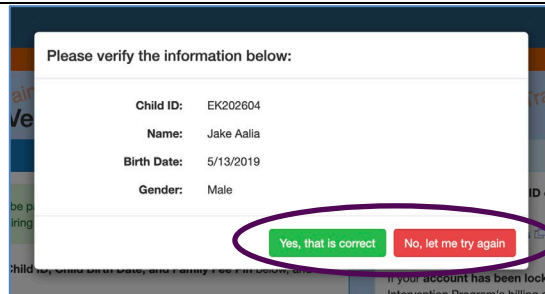
3. Enter the **Child ID, Birthdate, and Family Fee PIN**. Then click **Lookup**.

If you do not have a Child ID or Family Fee PIN, contact your Service Coordinator or the local EI program.



4. Click **Yes, that is correct** if the information is accurate.

If the information is NOT accurate, click **No, let me try again**. Repeat Step 3 if needed.



5. Enter your Name, Phone, and Address.  
Then click **Continue**.

6. Select **UtahID Email Address** to receive email invoices. Or select **Billing Address** to receive paper invoices by mail. Then click **Continue**.

7. If you already provided financial information to a local EI program, select **My financial information hasn't changed**. Then click **Skip Steps**.

8. Select **Update financial information now** to update financial information.
9. Click **legal disclaimer** to access the Family Fees disclaimer. Read the disclaimer, then click **Acknowledge**.

10. After reading the disclaimer, select **I will provide financial information (Opt-In)** to share financial information. Then skip to Step 12 below.

11. If you prefer NOT to provide financial information, click **I will not provide financial information (Opt-Out)**. Then click **Continue using Opt-Out**.

The Opt-out Verification message will appear. Click **Yes, I want to Opt-out**.

12. Select **Yes** if you have family members who receive Medicaid, CHIP, WIC, Early Head Start, FEP/TANF, or PCN services.

Select the program(s) that your family members are enrolled in. Then click **Continue using Program Enrollment**.

13. Select **No** if you do NOT have family members who receive Medicaid, CHIP, WIC, Early Head Start, FEP/TANF, or PCN services.

Complete the **Income Information** section. When you get to Item 5, click **Worksheet** to access a worksheet that will calculate monthly medical expenses.

When you're done entering income information, click **Continue using Income Information**.

14. Click **Browse** to locate financial documents on your device, or drag and drop the files to this window. Then click **Continue**.

15. If the financial, billing, and program benefit information is accurate, click **Complete Registration**.

If the information is NOT accurate, click any of the green step buttons at the top of the window to go back and make changes.

16. When registration is complete, the Billing and Payments dashboard will appear. The dashboard has three tabs. The **Billing** tab shows the account status, including amount due and due date.

Click **View Recent Bill** or **View Billing History** to see past bills.

Click **Pay Full Balance** or **Pay Partial Balance** to pay a bill online using GovPay.

You can also mail check or money order payments to the address provided.

17. The **Family Fee** tab shows the expected monthly fee amount, and is also where you can change public program enrollment and income information.

18. The **Account** tab is where you update contact information and billing preferences.

19. Click **Submit Billing Dispute** if a billing error has occurred, or to notify Baby Watch that your financial circumstances have changed.

You can also call the Billing Office at (385) 262-5909, Monday thru Thursday, 8am – 5pm.

20. Before submitting a dispute, provide as much detail as possible, including:

- Service date(s)
- Payment amounts and dates
- Changes in your financial circumstances

21. Click **Sign Out** to leave the system.



Please send feedback about the Family Billing and Payment system to [babywatch@utah.gov](mailto:babywatch@utah.gov).